

TMFalcon Ltd Customer Privacy Policy

Contact Details

Email: legal@tmfalcon.com

What Information We Collect, Use, and Why

We collect or use the following information to provide and improve products and services for clients:

- Names and contact details
- Payment details (including card or bank information for transfers and direct debits)
- Website user information

We collect or use the following personal information for the operation of client or customer accounts:

- Names and contact details
- Addresses
- Purchase or service history
- Information used for security purposes
- Technical data, including information about browser and operating systems

We collect or use the following personal information to comply with legal requirements:

- Name
- Contact information
- Client account information

Lawful Bases and Data Protection Rights

Our lawful bases for collecting or using personal information to provide and improve products and services for clients are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

Our lawful bases for collecting or using personal information for the operation of client or customer accounts are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

Our lawful bases for collecting or using personal information to comply with legal requirements:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Where We Get Personal Information From

- Directly from you
- Publicly available sources

How Long We Keep Information

We retain personal data for as long as is necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. Different retention periods apply for different types of data:

- Client and Customer Account Data: Retained for the duration of the client relationship and for 6 years following the end of services for tax and compliance purposes.
- Financial and Payment Data: Held for a minimum of 6 years to comply with tax, audit, and anti-fraud regulations.

- Technical Data: Retained for up to 2 years for security and operational analysis, after which it is reviewed and securely deleted.
- Marketing Data: Retained for 3 years from the last interaction unless consent is withdrawn sooner.

Who We Share Information With

- Professional or legal advisors
- Regulatory authorities
- Organisations we're legally obliged to share personal information with
- Suppliers and service providers

How to Complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

Last Updated

15 August 2024